

## FAQ - The Plug

### 1. What is The Plug?

The Plug is an independent power supply which is operated by a bicycle hub dynamo.

### 2. What isn't The Plug?

The Plug is not a battery charger. The loading functionality is made available by the respective user device. Nevertheless, devices operated with two battery cells or batteries (model AAA) usually do not support charging but only operating via the USB port.

### 3. How can I use The Plug?

The Plug is very easy to use. Simply plug your device's power cable into the USB port on the Plug.

### 4. What is the area of application?

The main area of application is cycle touring, however any time when you are cycling you can charge your devices. The Plug will fit most types of bike: trekking, touring, urban, mountain or even racing bikes can be suitable.

### 5. Which devices can I use with The Plug?

The Plug can be operated theoretically in combination with any device which can be operated by external USB power or can be charged by USB and operated at the same time. This should be most mobile phones, mp3 and GPS to devices. We will perform at this point a selection of tested devices which will be limited mainly on Outdoor GPS devices. Due to the large number of devices it is not possible to test all devices on the market.

### 6. From what speed does The Plug function?

This depends on different factors, among other things the hub dynamo used. You can expect charging to start from 10 km/h for GPS devices. An output of 5V is provided from approx. 8 km / h. The actual function depends very strongly on the connected terminal equipment and its power consumption. Smartphones with very high power consumption require higher speeds.

### 7. Can I operate the Plug together with a lighting system?

Yes, if The Plug is connected parallel with the light. When using a light at the same time as charging, the light output will be lower and the charge time will be longer. Hence, we recommend an "either or" operation.

### 8. Am I able to just charge a device?

Yes. With the loading only process of devices we recommend to switch the device off to achieve a quicker charging process. The charging speed depends on your device and its battery.

### 9. Can I switch off The Plug?

Yes. If switched off The Plug uses no power. When in combination with a lighting system the lights receives the full dynamo power.

### 10. Can I operate The Plug incorrectly and damage my device?

No.

### 11. Is The Plug waterproof or protected against spray waters?

The Plug is not water proof, but it is protected against spray. The electronics are completely sealed and protected and the USB jack is protected against humidity. **High pressure cleaners are absolutely not to be used near The Plug.**

### 12. How is the water protection if a device is plugged?

Currently no seal is given when a device is plugged in. This is the same status as with the USB connector to your device. Currently a sealing product is in development.

### 13. In which bicycles can I install The Plug?

In almost every bicycle with 1 1/8" steel or aluminum fork.

### 14. Is The Plug theft protected?

Because The Plug is integrated in the steerer tube, the best possible theft protection is given. The

electronics can only be removed with the help of tools, the cap with the help of an inside hexagonal key (Inbus).

**15. Must I dismantle The Plug if I remove my wheel?**

No.

**16. Can I carry out the assembly myself?**

Yes, with a little bit of craft talent and the tools according to the installation instructions this should be no problem.

**17. Do I need special tools to fit The Plug?**

Not necessarily. A special tool is available from Tout Terrain to fit The Plug if you intend to use it frequently. Circlip pliers can be used as a cheaper alternative although fitting is a little more difficult when using them.

**18. Can I still adjust the headset easily?**

Yes, you can adjust the headset as normal.